

## **Receiving Email from IOWA**

### **Background**

The Iowa Child Support Recovery Unit receives questions from other states on email messages we send through Tumbleweed. The Tumbleweed message indicates there is an "Important Delivery from the Iowa Department of Human Services." Some people think the Tumbleweed message is either SPAM or a potential virus and delete it. We want to clarify why we send the Tumbleweed message and what you should do when you get it.

### **Why We Send the Tumbleweed Message**

The Child Support Recovery Unit, a division of the Iowa Department of Human Services (DHS), uses a product called Tumbleweed to protect confidential information in emails and attachments. Tumbleweed automatically reads the email and any attachments looking for key things such as Social Security numbers, defined health information or terms, and specific words like "confidential." When it finds these items, Tumbleweed sends the email to a secure web address and you receive a message to pick up the encrypted email. This process creates a secure link between us and you.

### **What You Should Do When You Get a Tumbleweed Message**

Below is the email message you receive when there is an encrypted email on the DHS Tumbleweed website. Click on the "Pick up Package" button to access the email message. When the message displays, you can either read, save or respond to the email. The message also includes information on when the message expires. For additional information regarding this process, go to [www.dhs.state.ia.us/dhs2005/mhdd/docs/externalmessageemail111804.doc](http://www.dhs.state.ia.us/dhs2005/mhdd/docs/externalmessageemail111804.doc)